APPLICATION DEVELOPMENT

Category	S10000 **Programmer** (FLSA Exempt)	S10001 **Programmer Analyst** (FLSA Exempt)	S10002 **Applications Developer** (FLSA Exempt)	S10003 **Sr./Lead Applications Developer** (FLSA Exempt)	S10004 **Applications Architect** (FLSA Exempt)
Primary Responsibilities	• Uses existing procedures to resolve existing or routine problems • Fixes applications to meet functional and technical designs following best practices and development standards and guidelines • Analyzes, debugs, and resolves defects in applications • Supports production systems; analyzes and resolves production problems in a timely manner; resolves end user service requests as assigned • Completes unit test application changes to ensure quality of work	• Performs root cause analysis and remediation in one or more applications or systems • Fixes and develop changes to applications to meet functional and technical designs following best practices and development standards and guidelines • Analyzes, debugs, and resolves defects in applications • Supports production systems; analyzes and resolves production problems in a timely manner; resolves end user service requests as assigned • Completes unit test application changes to ensure quality of work • Engages with business analysts and stakeholders to understand functional	• Proactively solves complex problems • Develops new applications to meet functional and technical designs • Fixes and develops changes to applications to meet functional and technical designs following best practices and development standards and guidelines • Analyzes, debugs, and resolves defects in applications • Supports production systems; analyzes and resolves production problems in a timely manner; resolves end user service requests as assigned • Completes unit and system test application changes to ensure	• Proactively solves complex problems • Develops new applications to meet functional and technical designs • Fixes and develop changes to applications to meet functional and technical designs following best practices and development standards and guidelines • Work to analyze, debug, and resolve defects in applications • Supports production systems; analyzes and resolves production problems in a timely manner; resolves end user service requests as assigned • Completes unit and system test application changes to ensure quality of work	• Proactively solves unique & complex problems • Provides technical expertise in developing architectural frameworks for enterprise applications • Researches and suggests new technologies to improve application performance • Provides architectural support for application development, enhancement and migrations • Maintains documentations for system architecture for reference purposes • Develops effective

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		requirements, and contributes to completion of functional specifications	quality of work • Engages with business analysts and stakeholders to understand functional requirements, and contributes to completion of functional specifications • Prepares technical documentation on application specifications • Creates deliverables according to the Software Development Lifecycle such as functional and technical specifications, use cases, test cases, and system documentation • Analyzes and resolves development issues in a timely manner	• Engages with business analysts and stakeholders to understand functional requirements, and contributes to completion of functional specifications • Prepares technical documentation on application specifications • Creates deliverables according to the Software Development Lifecycle such as functional and technical specifications, use cases, test cases, and system documentation • Analyzes and resolves development issues in a timely manner • Analyzes and assists with creating reusable and enterprise level modules/applications • Assists in interviewing and training new hires and provide guidance to Junior Developers when	architectural solutions to ensure system performance and productivity • Architects and develops new integrations as required • Develops enterprise architectural models based on project requirements • Address architectural issues and queries in a timely fashion • Provides guidance to other Architects in their assigned job responsibilities as needed • Reviews and recommends improvements to existing architectures • Leads Enterprise Architecture initiatives

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				required • Performance tunes, reviews and recommends improvements to existing codes • Reviews and recommends improvements to existing architectures	
Knowledge	General knowledge of programming languages, database management systems, and development platforms	General knowledge of programming languages, database management systems, and development platforms	Considerable working knowledge of multiple programming languages, multiple database management systems, and multiple development platforms	Thorough working knowledge of multiple programming languages, multiple database management systems, multiple development platforms, and systems integration	Thorough working knowledge of multiple programming languages, multiple database management systems, multiple development platforms, systems integration and enterprise architecture
Customer Service	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations	Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments; manages difficult or emotional customer situations;

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					fosters relationships
Continuous Improvement	Identifies opportunities for use of solutions to improve efficiency and reduce waste	Identifies opportunities for use of solutions to improve efficiency and reduce waste	Identifies opportunities for use of solutions to improve efficiency and reduce waste	Identifies opportunities and implements solutions to improve efficiency and reduce waste	Identifies opportunities and implements solutions to improve efficiency and reduce waste; applies strong knowledge and understanding of the principles, methods and techniques of process/quality improvement
Collaboration	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things	Focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remains open to others' ideas and tries new things
Tactical/ Strategic Thinking	Works within guidelines of established methods; obtains, clarifies and provides information within established parameters	Works within guidelines of established methods; obtains, clarifies and provides information within established parameters	Works within guidelines of established methods; obtains, clarifies and provides information within established parameters	Leads initiatives to develop solutions and processes to meet needs; identifies unique innovative approaches	Leads initiatives to develop solutions and processes to meet needs; identifies unique innovative approaches and best practices across other external organizations; contributes to the development of functional strategy
Planning and Organizing	Prioritizes and plans work activities; sets goals and objectives; uses time	Prioritizes and plans work activities; sets goals and objectives; uses time	Prioritizes and plans work activities; sets goals and objectives; uses time	Prioritizes and plans work activities; sets goals and objectives; uses time	Prioritizes and plans work activities; sets goals and objectives; uses time

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	efficiently; communicates activities and results as appropriate	efficiently; communicates activities and results as appropriate	efficiently; communicates activities and results as appropriate	efficiently; communicates activities and results as appropriate	efficiently; communicates activities and results as appropriate
Supervision Received	Regularly provided specific instructions to complete tasks; regularly participates in reviews of assigned and completed tasks	Regularly provided specific instructions to complete tasks; regularly participates in reviews of assigned and completed tasks	Works with minimal guidance; regularly participates in reviews of assigned and completed tasks	Works independently; occasionally participates in reviews of assigned and completed tasks	Operates with broad supervision by management team
Budgetary			Submits yearly budget request items	Reviews and recommends equipment, resources and software; may assist with development or preparation of department level budget; may initiate purchasing	Reviews and recommends equipment, resources and software; may assist with development or preparation of department level budget; may initiate purchasing
Management of Resources			May train junior resources	Identifies required resources; trains, schedules and monitors resources; may participate in hiring	May identify required resources; may train, schedule and monitor resources; may participate in hiring
Education/ Experience	Bachelor's degree plus 0 – 2 years of programming experience (or equivalent experience)	Bachelor's degree plus 2 – 4 years of programming and analysis experience (or equivalent experience)	Bachelor's degree plus 5 or more years of programming and analysis experience (or equivalent experience)	Bachelor's degree plus 8 or more years of programming and analysis experience (or equivalent experience)	Bachelor's degree plus 10 or more years of programming and analysis experience (or equivalent experience) Master's Degree preferred

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Skills/Abilities	(Common) • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Ability to balance, prioritize and organize multiple tasks • Ability to work collaboratively in teams and across organizations • Ability to synthesize feedback and adjust plans accordingly • Ability to build strong relationships inside and outside the organization _____ (Specific) • Ability to develop and write technical documentation • Ability to develop	(Common) • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Ability to balance, prioritize and organize multiple tasks • Ability to work collaboratively in teams and across organizations • Ability to synthesize feedback and adjust plans accordingly • Ability to build strong relationships inside and outside the organization _____ (Specific) • Ability to develop and write technical documentation • Ability to develop applications in at least one programming language	(Common) • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization _____ (Specific) • Demonstrated ability to develop and write	(Common) • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization _____ (Specific) • Demonstrated ability to develop and write technical documentation • Demonstrated ability to	(Common) • Strong customer service skills • Excellent interpersonal, written and oral communication skills • Demonstrated ability to balance, prioritize and organize multiple tasks • Demonstrated ability to work collaboratively in teams and across organizations • Demonstrated ability to synthesize feedback and adjust plans accordingly • Demonstrated ability to build strong relationships inside and outside the organization _____ (Specific) • Demonstrated ability

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	applications in at least one programming language		technical documentation • Demonstrated ability to quickly learn and develop in new programming languages, APIs, and platforms • Demonstrated ability to evaluate and test emerging technologies • Demonstrated ability to apply creative solutions to business problems to ensure business needs are most effectively met	quickly learn and develop in new programming languages, APIs, and platforms • Demonstrated ability to evaluate and test emerging technologies • Demonstrated ability to apply creative solutions to business problems to ensure business needs are most effectively met	to develop and write technical documentation • Demonstrated ability to evaluate and test emerging technologies • Demonstrated ability to apply creative solutions to business problems to ensure business needs are most effectively met • Demonstrated ability to architect, build and launch complex applications • Demonstrated ability to create and write policies and standards

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